What is claimed is:

1. A self-service sales management system, comprising:
a skill authentication server; a shop terminal; a customer
terminal and a card company server, which are interconnected
via a communication network; wherein
said skill authentication server comprises means for
creating skill authentication test questions on the basis of
a screen input information, calculating a skill authentication
result on the basis of a customer test answer information for
the skill authentication test questions, and transmitting the
customer test answer information and the skill authentication
result to said shop terminal and said card company server;
said customer terminal comprises means for transmitting
the customer test answer information for the skill authentication
test questions to said skill authentication server;
said card company server comprises means for creating an
ID card for storing the customer test answer information and
the skill authentication result; and
said shop terminal comprises means for transmitting the
screen input information to said skill authentication server
and means for making a guidance on the basis of the customer
test answer information and the skill authentication result that
are stored in said ID card.

2. The self-service sales management system according to claim
1, wherein said skill authentication server comprises skill
authentication test creation means for transmitting a home page

4 of a test question creation information input screen regarding

5 a self-service read from a storage unit, storing the screen input

6 information input into the home page of the test question creation

7 information input screen regarding the self-service in said

8 storage unit, and creating a home page including the skill

9 authentication test questions on the basis of the screen input

10 information.

1 3.   The self-service sales management system according to claim

2 1, wherein said skill authentication server comprises skill

3 authentication means for transmitting a home page for inputting

4 a personal information of customer, which is read from the storage

5 unit, storing a customer personal information input into the

6 home page for inputting the personal information of customer

7 in said storage unit, transmitting the home page including the

8 skill authentication test questions, which is read from said

9 storage unit, storing the customer test answer information that

10 is input into the home page including the skill authentication

11 test questions in said storage unit, deciding a skill of the

12 customer on the basis of the customer test answer information,

13 and storing the skill authentication result in said storage unit.

1 4.   The self-service sales management system according to claim

2 1, wherein said skill authentication server comprises an ID card

3 data issuance means for transmitting the customer personal

4 information, the test answer information and the skill

5 authentication result that are read from said storage unit.

1   5.   The self-service sales management system according to claim

2   1, wherein said skill authentication server comprises skill

3   authentication test creation means for transmitting a home page

4   of a test question creation information input screen regarding

5   a self-service read from a storage unit, storing the screen input

6   information that is input into the home page of the test question

7   creation information input screen regarding the self-service

8   in said storage unit, and creating a home page including the

9   skill authentication test questions on the basis of the screen

10 input information, skill authentication means for transmitting

11 a home page for inputting a personal information of customer

12 that is read from said storage unit, storing a customer personal

13 information that is input into the home page for inputting the

14 personal information of customer in said storage unit,

15 transmitting the home page including the skill authentication

16 test questions that is read from said storage unit, storing the

17 customer test answer information input into the home page

18 including the skill authentication test questions in said storage

19 unit, deciding skill of the customer on the basis of the customer

20 test answer information, and storing the skill authentication

21 result in said storage unit, and an ID card data issuance means

22 for transmitting the customer personal information, the customer

23 test answer information and the skill authentication result that

24 are read from said storage unit.

1   6.   The self-service sales management system according to claim

2   1, wherein said shop terminal comprises a browser for gaining

3   access to a home page for test question creation regarding a

4   self-service, displaying a home page of a test question creation

5   information input screen that is received from said skill

6   authentication server, and transmitting the screen input

7   information input by a operator to said skill authentication

8   server, and a shop terminal storage unit for storing a customer

9   personal information, the customer test answer information and

10   the skill authentication result that are received from said skill

11   authentication server.

1   7.   The self-service sales management system according to claim

2   1, wherein said customer terminal gains access to a home page

3   for the skill authentication test questions, displays a home

4   page for inputting a personal information of customer that is

5   received from said skill authentication server, transmits the

6   personal information of customer input into the home page for

7   inputting the personal information of customer by the customer

8   to said skill authentication server, displays a skill

9   authentication test question screen that is received from said

10   skill authentication server, and transmits the customer test

11   answer information input into the skill authentication test

12   question screen by the customer to said skill authentication

13   server.

1   8.   The self-service sales management system according to claim

2   5, wherein said customer terminal displays a home page for

3   inputting the personal information of customer that is received

4   from said skill authentication server, transmits the customer

5   personal information input into the home page for inputting the

6 personal information of customer by the customer to said skill

7 authentication server, displays the home page including the skill

8 authentication test questions that is received from said skill

9 authentication server, and transmits the customer test answer

10 information input into the home page including the skill

11 authentication test questions by the customer to said skill

12 authentication server.

1 9. The self-service sales management system according to claim

2 6, wherein said shop terminal comprises ID card processing means

3 for reading the customer personal information, the test answer

4 information and the skill authentication result that are stored

5 in an ID card, and rewriting the customer personal information,

6 the test answer information and the skill authentication result

7 with the customer personal information, the test answer

8 information and the skill authentication result that are stored

9 in the storage unit of said shop terminal upon a rewrite

10 instruction, collation means for comparing the customer personal

11 information, the test answer information and the skill

12 authentication result from said ID card processing means with

13 the customer personal information, the test answer information

14 and the skill authentication result that are stored in the storage

15 unit of said shop terminal, and outputting the rewrite

16 instruction to said ID card processing means, if they are

17 unmatched, and guidance means for making a guidance on the basis

18 of the customer personal information, the test answer information

19 and the skill authentication result that are stored in the storage

20 unit of said shop terminal.

1 10. The self-service sales management system according to claim

2 8, wherein said shop terminal comprises ID card processing means

3 for reading the customer personal information, the test answer

4 information and the skill authentication result that are stored

5 in an ID card, and rewriting the customer personal information,

6 the test answer information and the skill authentication result

7 with the customer personal information, the test answer

8 information and the skill authentication result that are stored

9 in the storage unit of said shop terminal upon a rewrite

10 instruction, collation means for comparing the customer personal

11 information, the test answer information and the skill

12 authentication result from said ID card processing means with

13 the customer personal information, the test answer information

14 and the skill authentication result that are stored in the storage

15 unit of said shop terminal, and outputting the rewrite

16 instruction to said ID card processing means, if they are

17 unmatched, and guidance means for making a guidance on the basis

18 of the customer personal information, the test answer information

19 and the skill authentication result that are stored in the storage

20 unit of said shop terminal.

1 11. A self-service sales management method, comprising:

2 a step of creating a skill authentication test questions

3 on the basis of a screen input information;

4 a step of calculating a skill authentication result on the

5 basis of the customer test answer information for the skill

6 authentication test questions;

7   a step of transmitting the customer test answer information

8   and the skill authentication result;

9   a step of creating an ID card for storing the customer test

10   answer information and the skill authentication result; and

11   a step of making a guidance on the basis of the customer

12   test answer information and the skill authentication result .

1   12. A self-service sales management method, comprising:

2   a step of transmitting a home page of a test question creation

3   information input screen regarding a self-service read from a

4   storage unit;

5   a step of storing a screen input information input into

6   the home page of the test question creation information input

7   screen regarding the self-service in said storage unit;

8   a step of creating a home page including skill authentication

9   test questions on the basis of the screen input information;

10   a step of transmitting a home page for inputting a personal

11   information of customer, which is read from said storage unit;

12   a step of storing a customer personal information input

13   into the home page for inputting the personal information of

14   customer in said storage unit;

15   a step of transmitting the home page including the skill

16   authentication test questions, which is read from said storage

17   unit;

18   a step of storing a customer test answer information that

19   is input into the home page including the skill authentication

20   test questions in said storage unit;

21   a step of deciding the skill of the customer on the basis

22   of the customer test answer information, and storing the skill

23   authentication result in said storage unit; and

24   a step of transmitting the customer personal information,

25   the customer test answer information and the skill authentication

26   result that are read from said storage unit.

1   13. A self-service sales management method, comprising:

2   a step of displaying the a home page of the test question

3   creation information input screen;

4   a step of transmitting a screen input information input

5   by a operator;

6   a step of storing a customer personal information, a customer

7   test answer information and the skill authentication result in

8   a storage unit of a shop terminal;

9   a step of reading the customer personal information, the

10   customer test answer information and the skill authentication

11   result that are stored in an ID card;

12   a step of rewriting the customer personal information, the

13   customer test answer information and the skill authentication

14   result with the customer personal information, the customer test

15   answer information and the skill authentication result that are

16   stored in the storage unit of said shop terminal upon a rewrite

17   instruction;

18   a step of comparing the customer personal information, the

19   customer test answer information and the customer skill

20   authentication result from said ID card with the customer

21   personal information, the customer test answer information and

22 the skill authentication result that are stored in the storage

23 unit of said shop terminal, and outputting the rewrite

24 instruction, if they are unmatched; and

25   a step of making a guidance on the basis of the customer

26 personal information, the customer test answer information and

27 the skill authentication result that are stored in the storage

28 unit of said shop terminal.

1   14. A self-service sales management program for causing a

2   computer to perform a process, comprising:

3   a step of creating a skill authentication test questions

4   on the basis of a screen input information;

5   a step of calculating a skill authentication result on the

6   basis of the customer test answer information for the skill

7   authentication test questions;

8   a step of transmitting the customer test answer information

9   and the skill authentication result;

10   a step of creating an ID card for storing the customer test

11 answer information and the skill authentication result;

12   and

13   a step of making a guidance on the basis of the customer

14 test answer information and the skill authentication result .

1   15. A self-service sales management program for causing a

2   computer to perform a process, comprising:

3   a step of transmitting a home page of a test question creation

4   information input screen regarding a self-service read from a

5   storage unit;

6   a step of storing a screen input information input into

7   the home page of the test question creation information input

8   screen regarding the self-service in said storage unit;

9   a step of creating a home page including skill authentication

10 test questions on the basis of the screen input information;

11   a step of transmitting a home page for inputting a personal

12 information of customer, which is read from said storage unit;

13   a step of storing a customer personal information input

14 into the home page for inputting the personal information of

15 customer in said storage unit;

16   a step of transmitting the home page including the skill

17 authentication test questions, which is read from said storage

18 unit;

19   a step of storing a customer test answer information that

20 is input into the home page including the skill authentication

21 test questions in said storage unit;

22   a step of deciding the skill of the customer on the basis

23 of the customer test answer information, and storing the skill

24 authentication result in said storage unit; and

25   a step of transmitting the customer personal information,

26 the customer test answer information and the skill authentication

27 result that are read from said storage unit.

1 16. A self-service sales management program for causing a

2 computer to perform a process, comprising:

3   a step of displaying a home page of the test question creation

4 information input screen;

5   a step of transmitting a screen input information input

6 by a operator;

7   a step of storing the customer personal information, a

8 customer test answer information and a skill authentication

9 result in a storage unit of a shop terminal;

10   a step of reading the customer personal information, a

11 customer test answer information and a skill authentication

12 result that are stored in an ID card;

13   a step of rewriting the customer personal information, the

14 customer test answer information and the skill authentication

15 result with the customer personal information, the customer test

16 answer information and the skill authentication result that are

17 stored in the storage unit of said shop terminal upon a rewrite

18 instruction;

19   a step of comparing the customer personal information, the

20 test answer information and the customer skill authentication

21 result from said ID card with the customer personal information,

22 the customer test answer information and the skill authentication

23 result that are stored in the storage unit of said shop terminal,

24 and outputting the rewrite instruction, if they are unmatched;

25 and

26   a step of making a guidance on the basis of the customer

27 personal information, the customer test answer information and

28 the skill authentication result that are stored in the storage

29 unit of said shop terminal.